

**U.S. DEPARTMENT OF COMMERCE  
U.S. Census Bureau**

**2010 CENSUS  
EMPLOYMENT**

*Assistant Manager for Technology  
(AMT)  
Shelby County Tennessee  
28-09-D10-IRB-343*

**Three Steps to Successfully Submit Your Application**

**Step 1: Prepare**

Your application packet must contain the following:

1. A resume or completed Application for Federal Employment (OF612). Make sure that it reflects your professional and/or volunteer experience that is **RELEVANT** to the position for which you are applying. ([Application form OF612.pdf](#))
2. Declaration for Federal Employment Background Questionnaire ([Declaration OF306.pdf](#))
3. In the attached Recruiting Bulletin, there are 3 questions called Evaluation Criteria that you must address. Circle the appropriate letter, which reflects your experience, and write a description of your experience that supports the letter you circled.

**Step 2: Review**

1. Do you meet the experience and qualifications for the position?
2. Did you circle the appropriate letter, which reflects your experience level and answer all evaluation criteria questions?

**Step 3: Submit**

1. Submit your completed application packet to any of the following:
  - U.S. Census Bureau  
Charlotte Regional Census Center  
3701 Arco Corporate Drive  
Suite 250  
Attn: Human Resources  
Charlotte, NC 28273-7007,
  - Your ELCO, or
  - Bring to your testing site
2. Application packets must be received by May 15, 2009

**Charlotte Regional Census Center  
3701 Arco Corporate Drive, Suite 250  
Attn: Human Resources  
Charlotte, NC 28273-7007**



**2010 CENSUS  
U.S. DEPARTMENT OF COMMERCE  
US Census Bureau  
Recruiting Bulletin**

**OPENING DATE:** April 27, 2009

**RECRUITING BULLETIN NO:** 28-09-D10-IRB-343

**LOCAL CENSUS OFFICE (LCO):** Shelby County, TN

**CLOSING DATE:** May 15, 2009

**POSITION TITLE:** Shelby County, TN, Assistant Manager for Technology (AMT)

**PAY RATE:** \$21.25 per hour

**NUMBER OF VACANCIES:** One (1)

**EXCEPTED SERVICE APPOINTMENT:** Schedule A Appointment, not-to-exceed one year, with the possibility of an one year extension.

**WHO MAY APPLY:** All employees of an early opening Local Census Office residing in the following counties: Fayette, Shelby and Tipton

**DUTIES: Assistant Manager for Technology (AMT):** Incumbent is responsible for managing automation functions in the Local Census Office (LCO). Individually, or through designated automation staff, is the first line of contact for all hardware, software, and telecommunication problems in the LCO and between the LCO and Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating automation operations to efficiently support LCO functions. The individual is responsible for managing LCO support functions for Mobile Computing Equipment (MCE) to be used for automated data collection. Works under the direction of the Local Census Office Manager and provides technical guidance and support to Assistant Managers at the LCO, in such areas as: training; making adjustments to expedite production, including the scheduling and coordinating of data entry operations for optimal use of workstations and print devices; managing the property control system for Office Computing Equipment (OCE), MCE and peripherals; coordinating printing activities and assuring that printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on; and coordinating the workflow of documents in and out of the automation area. Selects and supervises Technical Support Supervisors and Inventory Control Clerk(s) responsible for supporting various automation activities. As needed trains, or supervises others to train, LCO office employees on software, hardware and automation operations. The incumbent will be responsible for installation and configuration support operations for OCE, MCE and associated peripheral devices. The incumbent will also lead all OCE, MCE and automation support efforts and coordinate resources to support all LCO data entry and related automation activities for the operations control system, asset management systems, and payroll and personnel system. The incumbent will be responsible for administering user accounts for the various programs utilized by the LCO staff. The incumbent is responsible for the paper and automated tracking of property management to include: ensuring necessary forms are accurately filled out; property management systems are updated; and regular audits. The incumbent is also responsible for reporting and documenting lost, missing, and stolen equipment and the coordination of warranty repairs. Under the direction of the RCC Support Staff, the incumbent will conduct on-site LAN/WAN hardware diagnostics for infrastructure cabling and hardware such as Customer Switching Unit /Digital Switching Units (CSU/DSU), router, switch, NetWare servers, Personal Computers (PCS), Voice over Internet Protocol (VOIP) telecommunications systems and printers.

Supervises and performs troubleshooting duties by identifying problems with hardware or software and solves the problems when possible. For unresolved problems, records pertinent details about the problems, communicates them to the RCC Support Staff and resolves the problems by following instructions from the RCC. Works closely with the RCC Support Staff to develop solutions to problems. Works with the FLD Data Collection Automation (FDCA) Help Desk to obtain technical guidance. The incumbent will troubleshoot and maintain desktops configured with Microsoft Windows XP operating system. The incumbent will provide first-line support for various products, such as, MS Office 2007 and Microsoft Works v.9. Manages troubleshooting of complex MCE hardware and software problems that could not be solved by field staff that use MCEs for automated data collection. Manages trouble-shooting of other automation problems related to systems, hardware, software, and telecommunications. Uses judgment in the management of trouble-shooting activities and schedules support staff for expected peak activity periods to manage the handling of incoming problems. Ensures that problem resolutions are timely and within quality guidelines.

**QUALIFICATIONS and HOW TO APPLY:** All applicants **MUST:**

**1) Take a written management test – Applicants must take and pass a written test for LCO management positions. Call the 2010 Census Job Line at 866-861-2010 during the open period of the recruiting bulletin and schedule a testing date and time. The Job Line will prompt you to provide your zip code then you will be connected to a Local Census Office. Be prepared to provide the Recruiting Bulletin Number(s), and position title(s) for the jobs(s) you are seeking.**

**2) Bring the following completed forms to the testing session for each position for which you are applying. (For example, if you are applying for 2 management positions, you must bring 2 copies of the OF-306, 2 resumes, and 2 copies of the Evaluation Criteria.)**

**A. OF-306 form - Declaration of Federal Employment,**

**B. Your résumé or Optional Application for Federal Employment, the OF-612 form.**

**C. Completed Evaluation Criteria (See next page).** Applicants must have at least the minimum experience in each of the three areas contained in the Evaluation Criteria. Your experience for all three Evaluation Criteria must be at least at the level described as “c” in the attached Evaluation Criteria Statement for the Assistant Manager for Technology. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience and defend your selection as instructed. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full.

**Bring A, B and C to your testing session or mail the materials to:**

**Charlotte Regional Census Center**

**3701 Arco Corporate Drive, Suite 250**

**Attn: Human Resources**

**Charlotte, NC 28273**

Printed Name: \_\_\_\_\_

LCO: **Shelby County, TN**

**EVALUATION CRITERIA STATEMENT FOR**

**Assistant Manager for Technology (AMT)**

COLUMN A	COLUMN B
<p><b>Applicants are required to answer each of the three questions below in Column A by circling the best response <u>and</u> completing the corresponding information in Column B.</b></p>	<p><b>Applicants are also required to complete the following.</b></p> <ol style="list-style-type: none"><li>1. Indicate the employer from your attached resume or other application form that verifies the answer you selected. <b>OR</b></li><li>2. Write in the space below your experience that supports your answer. In addition to listing your experience, you <b><u>must include</u></b> the employer's name and address, the title of the position, and the dates of employment.</li></ol>
<p><b>1. Please select the answer that best describes your experience managing automation functions to support field data collection activities and administrative programs. (Circle the appropriate letter.)</b></p> <ol style="list-style-type: none"><li>a. I have experience managing an automation operation for <b><u>all</u></b> of the following:<ol style="list-style-type: none"><li>(i) field data collection activities, production, <b><u>and</u></b> administrative programs. This includes experience with servers, desktops, laptops, mobile computing devices, <b><u>and</u></b></li><li>(ii) systems for tracking and managing property; and</li><li>(iii) troubleshooting complex automation related problems and implementing solutions to correct any deficiencies.</li></ol></li><li>b. I have experience managing an automation operation for <b><u>at least one</u></b> of the following::<ol style="list-style-type: none"><li>(i) field data collection operations, production <b><u>or</u></b> administrative operations. This includes experience with servers, desktops, laptops, and mobile computing devices; and</li><li>(ii) resolving routine automation related issues.</li></ol></li><li>c. I have experience working in an automation environment and troubleshooting automation related issues.</li><li>d. My experience is less than what is described above.</li></ol>	<p><b><i>Response must support answer circled in Column A.</i></b></p> <p><b><i>1. Employer's Name: _____</i></b></p> <p><b><i>2. Write description of your experience that supports your answer.</i></b> <b><i>DO NOT STATE – "SEE RESUME"</i></b></p> <p><i>Additional employers may be listed as needed.</i></p>

Printed Name: \_\_\_\_\_

LCO: **Shelby County, TN**

**EVALUATION CRITERIA STATEMENT FOR**

**Assistant Manager for Technology (AMT)**

**COLUMN A**

**COLUMN B**

**2. Please select the answer that best describes your experience demonstrating the ability to manage a time-critical automation support function through subordinate staff. (*Circle the appropriate letter.*)**

- a. I have experience with **both** of the following:
  - (i) managing at least one level/tier of subordinate management (e.g., I directly supervised either supervisor(s) or team lead(s); **and**
  - (ii) managing the implementation of solutions to correct complex problems regarding automation operation.
- b. I have experience managing a staff of automation operation technicians. I have lead teams involved in resolving automation related issues.
- c. I have experience working in an automation environment and troubleshooting automation related issues.
- d. My experience is less than what is described.

***Response must support answer circled in Column A.***

***1. Employer's Name: \_\_\_\_\_***

***2. Write description of your experience that supports your answer.***

***DO NOT STATE – "SEE RESUME"***

*Additional employers may be listed as needed.*

**LCO: Shelby County, TN**

### **Assistant Manager for Technology (AMT)**

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**APPLICATION DEADLINE:** Your testing appointment must be scheduled during the open period of the Recruiting Bulletin.

**OTHER INFORMATION:** This is a temporary Full-time position. The incumbent of this position is covered by the mixed-tour employment program. This means that your work schedule may be changed from full-time to part-time, or intermittent to accommodate fluctuating workloads. Payment of relocation expenses IS NOT authorized.

THE U.S. DEPARTMENT OF COMMERCE IS AN  
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

THIS CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.